

COUNSELOR PERSONALITY DISPLAYS IN PROMOTING TOLERANCE TO MULTICULTURAL CLIENTS

Muslim Afandi¹, Alfiah², Fitra Herlinda³, Nur'aini Safitri⁴, Tohirin⁵, Sariah⁶, Kasmianti⁷,
Marwan⁸, Amelia Amanda⁹

¹²³⁴⁵⁶⁷⁸⁹ Universitas Islam Negeri Sultan Syarif Kasim Riau, Muslim.afandi@uin-suska.ac.id

Submission : May 23, 2024

Revised : May 29, 2024

Accepted : June 04, 2024

Published : June 11, 2024

Abstract

Indonesia is a nation that has diverse cultures and is usually called a multicultural nation. Diverse cultures allow for clashes of customs and cultural conflicts, so various efforts need to be made to continue to increase tolerance in society through education, art, and so on. The counselor is the right person to bring up a personality that shows tolerant behavior towards clients whose culture is different from his own. This research aims to describe counselor personality values to encourage tolerant behavior in serving multicultural clients. A literature review approach to research results on cultures in Indonesia, as well as their frictions, has produced a general picture of the personality of counselors who are able to promote tolerant behavior in counseling. Qualitatively, the results of this research have been presented as well as possible. Several experts in the field of culture and counseling were used as sources of validation in presenting this research data. Through the results of this research, it is possible to understand the counselor's personal characteristics which can be used as a reference for behavior that can foster tolerance in clients with multicultural backgrounds.

Keywords: Personality; Counselor; Culture; Tolerance; Multicultural

1. Introduction

Indonesia is a country rich in cultural diversity, customs, language, art, traditions and various religions, as well as traditional beliefs which provide unique color and diversity. The cultural diversity that Indonesia has makes Indonesia known as a multicultural country. Multicultural countries are very vulnerable to conflict and clashes within their society, whether due to social issues, violence based on religion, separatism, environmental destruction, or the loss of a sense of humanity to always respect the rights of others.

The very diverse differences are one of the trigger factors for the emergence of disputes and various intolerant conflicts in Indonesia (Nihaya & Muzaki, 2021). In fact, cases of intolerance in Indonesia continue to increase and violations of freedom of religion and belief (KBB) still occur frequently. Such as the case of the dissolution of worship at the Bethel Indonesia Church (GBI) Gihon which occurred in Riau and the dissolution of Christian Religious Education (PAK) activities at the Indonesian Bethel Church (GBI) in West Java (Setara Institute for Democracy and Peace, 2023). Cases of intelligence do not only occur among the community but also among students at school, including intolerance in the form of religion, ethnicity, race or gender. Intolerance has become one of the main disturbing problems in the world of education after bullying (Rusdiyono, 2024). The results of the 2023 SETARA Institute survey on high school and equivalent level students show that there has been an increase in active intolerant group students by 5%, compared to the survey results in 2016 which were only 2.4% (Setara Institute for Democracy and Peace, 2023).

Students and society who continue to adopt an attitude of intolerance will threaten the harmony and diversity of cultural identity in Indonesia. Therefore, it requires concrete action

from the government, educators, counselors, parents and society to prevent and overcome attitudes of intolerance in Indonesia in order to ensure the continuation of harmony and diversity in society.

Actions to prevent intolerant attitudes can start from school. At school, students come from diverse, multicultural backgrounds. Therefore, an attitude of tolerance must be formed, cultivated and developed from an early age. One of those who has a role in forming an attitude of tolerance in students at school is a counselor through various types of counseling services both in personal, learning, social and career aspects (Directorate General of Teachers and Education Personnel, Ministry of Education and Culture, 2016). The counselor is the main implementer of counseling services who plays an important role in developing the client's independence and personality.

In implementing counseling services, counselors meet clients who have very diverse multicultural backgrounds and often find clients whose cultural backgrounds are different from themselves. Multicultural counseling is an individual counseling process where the counselor and client have cultural differences (Bastomi, 2020). Therefore, counselors must have insight, understanding and skills in the field of multicultural counseling so that they are competent in carrying out counseling services for multicultural clients.

In Indonesia, basically counseling services must be based on Indonesian culture and take into account the cultural diversity that exists within clients. Counselors must pay more attention to their attitudes and behavior and must be able to display a multicultural attitude in counseling and display personality values that can tolerate the values held by clients (Rifani, Maulina, and Ummah, 2022). By displaying and applying tolerant attitudes and personal characteristics to clients from multicultural backgrounds during the counseling process can be used as a reference as a behavior to foster tolerance in clients with multicultural backgrounds.

Indirectly, during the counseling process the counselor is actually carrying out a form of promotion, namely by providing examples of attitudes and personality values that can be used as a reference in fostering an attitude of tolerance between people even though they come from diverse multicultural backgrounds. Such as the empathetic attitude shown by counselors regarding problems experienced by clients, mutual respect, respect and acceptance of each client's differences, as well as providing the same treatment to all multicultural clients without differentiating between one client and another. It is hoped that this promotional action can become an example and role model for clients and multicultural communities in building an attitude of tolerance between people.

This research aims to discuss and analyze the results of previous research related to *Counselor Personality Displays in Promoting Tolerance to Multicultural Clients* with the hope that this article can provide an idea for counselors, clients and society to be tolerant of each other even from different multicultural backgrounds.

2. Method

The research method used in this research is a literature review. Literature review is a systematic research method for identifying and evaluating the results of previous research. Data was collected by searching literature or research articles through academic databases with the keyword "Personality, Counsellor, Culture, Tolerance, and Multicultural" on proquest.com, Ebsco.com, And scholar.google.com especially in literature within the last five years.

The reading material that was found in this research was then used as research material and presented in the following table form:

Table 1. List of Research Materials

No	Article/Proceedings Title	Year	Writer
1	Multicultural Guidance and Counseling in Islamic Boarding Schools for Generation Z	2020	Heti Aisah and Uus Ruswandi
2	Multicultural Counseling Code of Ethics Study	2021	Suryadi and Erny Indaha Zulfa
3	KH's multicultural guidance and counseling approach. Abdurrahman Wahid in Resolving Intolerant Conflicts from the Perspective of Friends and Students	2021	Kamalatan Nihaya and Muzaki
4	Literature Study: Multicultural Competence of Guidance Teachers in Supporting the Success of Multicultural Counseling Services	2022	Endang Rifani, Nikmah Maulina, and Fadilah Syarifatul Ummahd
5	The Importance of Cross-Religious and Cultural Counseling in Maintaining a Culture of Tolerance in Schools	2022	Fisca Diana
6	Personal Qualities of Counselors as an Effort to Address Cultural Intolerance	2022	Dita Adi Utami, Choirin Nida, and Nadhia Yulvania
7	Personal Qualities of Counselors in Building Relationships Between Counselors and Counselees	2022	Evi Aeni Rufaedah
8	Exploration of Attachment Style on Personal Qualities of Counselors in Providing Counseling Services	2022	Pupung Sugitri and Happy Karlina Marjo
9	Analysis of Multicultural Counselor Values in Mitoni Culture	2023	Intan Revlina
10	Counselor's Personal Qualities in Determining the Success of the Counseling Process	2023	Laila Tasmara, Hamdi Al-Hafidz, Rohiyati Berutu, and Akhir Pardamean
11	Examining the Perspectives of Service Users and Professional Peers Regarding the Personal Profile of Effective Counselors	2023	Edris Zamroni, Gudnantod, and Susilo Rahardjo
12	<i>Characteristics of Counselors in Cross-Cultural Counseling in The Society 5.0 Era</i>	2023	Rizki Kurniawan, Yarmis Syukur, and Rizka Ahmad
13	<i>Personality Competencies of School Counselors and Their Impact on Students' Personalities</i>	2021	Rismar Julia Utami
14	<i>Multicultural Counseling: Opportunities and Challenges for the Counselors in the 21st Century</i>	2022	Prio Utomo, Maya Masyita Suherman, and Reynaly A. Tayaban
15	<i>Counselor Personality Map in Guidance and Counseling Process1s: A Literature Review</i>	2023	Hosnul Abrori, Jamaludin As'ari, and Subi Nur Isnaini
16	<i>Enhancing the Counseling Process: The Significance of Counselor's Personality Traits</i>	2024	Mustika Sari, Yeni Karneli, and Rezki Hariko

3. Results and Discussion

3.1. Multicultural Counseling Competency

Multicultural counseling is a new approach in counseling and is the fourth force in counseling after humanism, behaviorism and psychodynamics (McLeod, 2006). Multicultural counseling continues to experience very rapid and complex development in society and even throughout the world. This is because increasingly rapid technological advances make the frequency of multicultural interpersonal meetings increasingly unavoidable.

Indonesia is a multicultural country (having many tribes, religions, cultures, languages and races) so it is very vulnerable to friction or conflicts related to multiculturalism and is an intolerant country, even in 2013 Indonesia entered the category of second in the category of intolerant countries with a percentage of 30-39.9% (Kompas.com, 2013).

The presence of multicultural counseling is an alternative that can be done by counselors to foster an attitude of tolerance between people even though they have a multicultural cultural background. In order for the counseling services provided by counselors to be successful, counselors must have multicultural counseling competence.

Based on the results of a review of several articles, data was obtained that the multicultural counseling competencies that a counselor must have in dealing with multicultural clients are as follows:

Table 2. Multicultural Counseling Competencies that Counselors Must Have

No	Article/Proceedings Title	Year	Writer	Research result
1	Multicultural Guidance and Counseling in Islamic Boarding Schools for Generation Z	2020	Heti Aisah and Uus Ruswandi (Aisah & Ruswandi, 2020)	For multicultural counseling to be successful, counselors must be able to: a) respect the client's culture or traditions. b) putting aside his cultural ego to enter a culture that the client understands.
2	Multicultural Counseling Code of Ethics Study	2021	Suryadi and Erny Indaha Zulfa	The code of ethics that counselors can use in multicultural counseling, namely: a) The counselor must be able to understand himself. b) Counselors must understand various cultural models c) The counselor and counselee must have an understanding background d) Counselors must be able to determine their attitude wisely and professionally according to the situation and conditions
3	Literature Study:	2022	Endang Rifani,	a) The counselor's awareness of his

	Multicultural Competence of Guidance Teachers in Supporting the Success of Multicultural Counseling Services		Nikmah Maulina, and Fadilah Syarifatul Ummahd	<p>or her assumptions, values and biases</p> <p>b) Understanding of clients' views of life from different cultures</p> <p>c) Adapt and develop intervention techniques that suit the client's condition</p> <p>d) Counselors must have qualified skills in the field of counseling</p> <p>e) Be aware and recognize your culture</p> <p>f) Understand how culture can influence differences in thinking patterns</p>
4	Multicultural Counseling: Opportunities and Challenges for the Counselors in the 21st Century	2022	Prio Utomo, Maya Masyita Suherman, and Reynaly A. Tayaban (Utomo et al., 2022)	The competencies required professionally in multicultural counseling and must be possessed by counselors consist of aspects of knowledge, skills and attitudes. Counseling is a responsibility for counselors to understand differences between students and interpret values in their lives.
5	Personal Qualities of Counselors as an Effort to Address Cultural Intolerance	2022	Dita Adi Utami, Choirin Nida, and Nadhia Yulvania (D. A. Utami et al., 2022)	<p>a) Ability to understand counseling ethical issues</p> <p>b) Knowing how to build quality and effective relationships between counselors and clients</p> <p>c) Understand principles, beliefs, and values from the client's perspective</p>
6	Characteristics of Counselors in Cross-Cultural Counseling in The Society 5.0 Era	2023	Rizki Kurniawan, Yarmis Syukur, and Rizka Ahmad (Kurniawan & Ahmad, n.d.)	<p>a) Counselors must study and understand the various cultures from which their clients come</p> <p>b) Understand cultural values and biases</p> <p>c) Find out about the client's perspective on the world</p> <p>d) Modifies client behavior according to norms and culture</p> <p>e) Understand your own culture</p> <p>f) Using a variety of different approaches</p>
7	Analysis of Multicultural	2023	Intan Revlina	a) Understand your own values that

	Counselor Values in Mitoni Culture		(Revlina, 2023)	<p>must be upheld</p> <p>b) Learn and accept the client's values</p> <p>c) Know the influence of culture</p> <p>d) Respond to differences that can hinder the progress of counseling</p> <p>e) Do not force clients to understand the culture and values of the counselor</p>
--	------------------------------------	--	-----------------	---

Based on the findings from several articles above, it can be concluded that the competencies that counselors must have in dealing with multicultural clients are:

- Have competency in the field of counseling
- Understand and know your own culture
- Understand, recognize and appreciate the values and culture inherent in clients
- Do not impose the values and culture inherent in the counselor on clients
- Have insight and knowledge about various cultures
- Can anticipate the possibility of biases in multicultural counseling
- Select and use interventions that suit the needs and problems experienced by clients.

3.2. Counselor Personality

The counselor is the main implementer of counseling services and has an important role in the client's independence process. The success of counseling depends on the extent to which the counselor is able to instill values, attitudes and behavioral patterns in his clients. Therefore, counselors must have good and adequate personal qualities and have an altruistic spirit.

To overcome the problem of intolerance that occurs in Indonesia, counselors can start their role from school, namely by cultivating an attitude of tolerance in clients and providing role models for clients through their personal values. Counselors must be able to present their true identity as a whole and build good relationships with clients. The personal qualities displayed by the counselor during the counseling process can be a reference for clients in being tolerant among others, as well as being a promotional event for counselors to be able to foster an attitude of tolerance in multicultural clients.

Based on the results of a review of several articles, data was obtained that the personal characteristics that counselors must have in dealing with multicultural clients can be seen in the following table:

Table 3. Counselor Personality

No	Article/Proceedings Title	Year	Writer	Research result
1	<i>Personality Competencies of School Counselors and Their Impact on Students' Personalities</i>	2021	Rismar Julia Utami (R. J. Utami, 2021)	<p>a) Have faith and devotion to God Almighty</p> <p>b) Respect and uphold human values and freedom of choice</p> <p>c) Demonstrates strong personality integrity and stability</p> <p>a) Features high quality performance</p>

2	Personal Qualities of Counselors as an Effort to Address Cultural Intolerance	2022	Dita Adi Utami, Choirin Nida, and Nadhia Yulvania	b) Mutual respect c) Mutual respect d) Ready to coexist between different cultures. e) Does not differentiate between client cultures
3	The Importance of Cross-Religious and Cultural Counseling in Maintaining a Culture of Tolerance in Schools	2022	Fisca Diana (Diana, 2022)	Cultivate the values of religious tolerance among clients at school
4	Personal Qualities of Counselors in Building Relationships Between Counselors and Counselees	2022	Evi Aeni Rufaedah (Rufaedah & Ikhwanarrafiq, 2022)	a) Sincerity b) Reception c) Respect clients as valuable individuals d) Empathy
5	Exploration of Attachment Style on Personal Qualities of Counselors in Providing Counseling Services	2022	Pupung Sugitri and Happy Karlina Marjo	a) Congruence b) empathize c) Give attention positively and unconditionally d) Respect for clients
6	<i>Multicultural Counseling: Opportunities and Challenges for the Counselors in the 21st Century</i>	2022	Prio Utomo, Maya Masyita Suherman, and Reynaly A. Tayaban	There are five basic qualities that a counselor must have, namely a) respect, b) authenticity; c) empathetic understanding, d) communication of empathy, respect and sincerity to clients, e) structuring
7	Examining the Perspectives of Service Users and Professional Peers Regarding the Personal Profile of Effective Counselors	2023	Edris Zamroni, Gudnantod, and Susilo Rahardjo (Zamroni et al., 2023)	a) Altruistic (selflessly selfless) b) Mature c) Friendly d) Empathize e) Not easily angered f) Be a good listener g) Don't act smart h) Don't force your opinion i) Flexible j) Warm and caring k) Appreciate client people
8	Counselor's	2023	Laila Tasmara,	a) Can be trusted

	Personal Qualities in Determining the Success of the Counseling Process		Hamdi Al-Hafidz, Rohiyati Berutu, and Akhir Pardamean (Tasmara et al., 2023)	b) Provide a sense of security to clients c) Honest d) Welcome clients in a friendly and warm manner e) Shows concern for clients f) Be a good listener g) Be patient h) Do not impose the counselor's values on clients l) Understand the client's feelings, thoughts and actions
9	<i>Counselor Personality Map in Guidance and Counseling Process: A Literature Review</i>	2023	Hosnul Abrori, Jamaludin As'ari, and Subi Nur Isnaini (Abrori et al., 2023)	a) Have faith and devotion to God b) Practicing God's teachings c) Have empathy and be able to motivate d) Upholding human values e) Mutual respect f) A sincere heart helps g) Consistent and responsible h) Have intelligence, skills and a strong personality.
10	<i>Enhancing the Counseling Process: The Significance of Counselor's Personality Traits</i>	2024	Mustika Sari, Yeni Karneli, and Rezki Hariko (Sari et al., 2024)	a) Empathy b) Respect c) Reception d) Award e) Honesty

Based on the results of research that has been carried out from several articles, it can be concluded that the counselor's personal quality is a benchmark for the success of counseling. There are many personalities that counselors can display during the counseling process with multicultural clients and can be used as references behavior that can foster tolerance in clients from multicultural backgrounds.

4. Conclusion

Counselors have an important role in developing independence in clients. In the counseling process, counselors will meet various clients with different backgrounds in terms of problems, views, values and culture, as is the case with clients in Indonesia in general. Counselors will face multicultural clients. The counseling process will be successful if the counselor has adequate multicultural counseling competence so that the services provided to multicultural clients will run optimally, effectively and in accordance with the counseling objectives. The success of counseling is also largely determined by the quality of a counselor's personality.

The personality values displayed by counselors to multicultural clients during the counseling process can be examples of behavior and promotional opportunities for counselors to foster an attitude of tolerance towards multicultural clients. Through the counseling process, it is

hoped that it can minimize intolerant behavior that often occurs in society, especially in multicultural countries like Indonesia

Acknowledgements

Thank you to the Sultan Syarif Kasim State Islamic University for accommodating and facilitating the research activities of the lecturers. Thank you to the Islamic Education Guidance and Counseling Study Program which has become a shelter for the writers who always provide support. Thank you to Mr. Aulia Rasyid as Chair of the Pekanbaru City Middle School MGBK who has helped and facilitated data collection and worked together in a friendly manner.

References

- Abrori, H., As'ari, J., & Isnaini, S. N. (2023). PETA KEPERIBADIAN KONSELOR DALAM PROSES BIMBINGAN DAN KONSELING: SEBUAH TINJAUAN KEPUSTAKAAN [COUNSELOR PERSONALITY MAP IN GUIDANCE AND COUNSELING PROCESS: A LITERATURE REVIEW]. *Al-Ibtiram: Multidisciplinary Journal of Counseling and Social Research*, 2(1), 11–22.
- Aisah, H., & Ruswandi, U. (2020). Bimbingan Dan Konseling Multikultural Di Lembaga Pendidikan Pesantren Pada Generasi Z. *Jurnal IKA PGSD (Ikatan Alumni PGSD) UNARS*, 8(2), 511–523.
- Bastomi, H. (2020). Integrasi kompetensi multikultural dan keadilan sosial dalam layanan konseling. *KOMUNIKA: Jurnal Dakwah Dan Komunikasi*, 14(2), 241–258.
- Diana, F. (2022). Pentingnya Konseling Lintas Agama Dan Budaya Dalam Menjaga Budaya Toleransi Di Sekolah. *Jurnal Al-Irsyad: Jurnal Bimbingan Konseling Islam*, 4(1), 63–76.
- Kurniawan, R., & Ahmad, R. (n.d.). Characteristick Of Counselors In Cross-Cultural Counseling In The Society 5.0 Era. *Educational Guidance and Counseling Development Journal*, 6(2), 100–108.
- Nihaya, K., & Muzaki, M. (2021). Pendekatan Bimbingan dan Konseling Multikultural KH. Abdurrahman Wahid dalam Penyelesaian Konflik Intoleransi menurut Perspektif Sahabat dan Murid. *Prophetic: Professional, Empathy, Islamic Counseling Journal*, 4(2), 137–152.
- Revlina, I. (2023). ANALISIS NILAI-NILAI KONSELOR MULTIKULTURAL DALAM BUDAYA MITONI. *SHINE: JURNAL BIMBINGAN DAN KONSELING*, 4(1), 13–19.
- Rufaedah, E. A., & Ikhwanarrafiq, M. (2022). KUALITAS PRIBADI KONSELOR DALAM MEMBANGUN HUBUNGAN ANTAR KONSELOR DAN KONSELI: Volume 3 No 2 Juli 2022. *Counselia; Jurnal Bimbingan Konseling Pendidikan Islam*, 3(2), 52–63.
- Sari, M., Karneli, Y., & Hariko, R. (2024). Enhancing the Counseling Process: The Significance of Counselor's Personality Traits. *Jurnal Bimbingan Dan Konseling Terapan*, 8(1), 58–65.
- Tasmara, L., Al-Hafidz, H., Berutu, R., & Pardamean, A. (2023). Kualitas Pribadi Konselor Dalam Menentukan Keberhasilan Proses Konseling. *Jurnal Ilmiah Wahana Pendidikan*, 9(3), 297–303.
- Utami, D. A., Nida, C., & Yulvania, N. (2022). Kualitas Pribadi Konselor Sebagai Upaya Dalam Menyikapi Intoleransi Budaya. *Al-Isyrof: Jurnal Bimbingan Konseling Islam*, 4(2), 90–109.
- Utami, R. J. (2021). Personality Competencies of Counselor School and Their Impact on Students' Personalities. *Altruistik: Jurnal Konseling Dan Psikologi Pendidikan*, 1(1), 37–46.
- Utomo, P., Suherman, M. M., & Tayaban, R. A. (2022). Multicultural Counseling: Chance and Challenges for the Counselors in the 21st Century. *Proceedings of Siliwangi Annual International Conference on Guidance and Counselling*, 1, 20–28.
- Zamroni, E., Gudnanto, G., & Rahardjo, S. (2023). MENELAAH PERSPEKTIF PENGGUNA LAYANAN DAN SEJAWAT PROFESI TENTANG PROFIL PRIBADI KONSELOR EFEKTIF. *Jurnal Mahasiswa BK An-Nur: Berbeda, Bermakna, Mulia*, 9(1), 61–75.

